Message Waiting Indicator: Illuminates when there is a voicemail waiting, or flashes when receiving an incoming call.

Display: Identifies number of missed calls, date, time, application specific information, and softkey labels.

Softkeys: Used to navigate to or initiate administered features such as Speed Dial, as well as control actions with the features.

OK: Shortcut key to initiate an action.

Phone / Exit: Press to view and manage calls.

Call/Line Appearances or Feature Buttons: Call appearance button allows you to make a call, answer a call, or resume a call that is on hold.

Hold: Press to place the active call on hold.

Conference: Press to add another call to an existing call.

Transfer: Press to transfer a call to another number.

Drop: Press to drop the active call or the last party added to a conference call.

Headset: Press to activate the headset if it is connected.

Volume: Adjusts speaker, handset, headset or ringer volume.

Mute: Press to mute a call in progress.

Speaker: Activates the speakerphone.

Redial: Press to redial the last number dialed.

Call Log: Press to view a list of all answered, unanswered, and outgoing calls.

Contacts: Press to view the entries in your contact list.

Avaya Menu: Provides options that allows you to perform tasks such as customize telephone settings, configure call logging, select display language, etc.

Message: Press to connect to the voicemail system. Illuminates when there is a voicemail waiting.

Navigation Arrows: Use the up and down arrows to scroll through lists. Press the right and left arrows

cerium networks™
LEADING UNIFIED COMMUNICATIONS

Quick Reference Guide
Avaya IP Office
1608 IP
Voicemail Pro
—Intuity Prompting

Help Desk Number

680-7070

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Voicemail Pro Intuity Quick Tips

LOGIN **Temporary Password 253 #.**

From INSIDE the office:

Press Voice Mail (Messages) button
Enter your Extension number, followed by **#.**
Enter your Password, followed by **#.**

From OUTSIDE the office:

Dial the system access number
680-7599 Or
Dial your own DID. When your voicemail box answers, dial *** 7**
Enter your Extension number, followed by #.
Enter your Password, followed by #.

ACTIVITY MENU:

Press **1** to record and send messages
2 to retrieve your messages
3 to create your personal greeting

The following are hidden prompts:

5 to change password / re-record name
7 to scan messages quickly

RECORD GREETINGS

Press **3** at the Activity Menu then
Press **1** to record or 0 to listen to a greeting
Enter greeting number (1-9)

LISTENING TO MESSAGES:

Press **2** at the Activity Menu (Message summary header will play)
0 to listen to a message

During or after listening to a message:

Press **#** to save this message and skip to the next header
***D** to delete this message (will skip to the next header.
1,1 to reply to the sender by voicemail
1,2 to forward message to another mailbox

PLAY BACK CONTROLS:

While listening to your messages:

Press **3** to pause then **3** again to resume,
4 to make louder,
5 to back up (in 4 second increments)
6 to advance (in 4 second increments)
7 to make softer
8 to make slower
9 to make faster
0 to replay

ANSWER A CALL

When a call arrives at your telephone you hear a ringing tone, and the associated call appearance flashes (slow flashing green lamp).

To answer an incoming call

Perform one of the following steps:

- If you are not active on another call answer the call with your handset, headset, or speakerphone.
- If you are active on a call, press the alerting call appearance button (slow flashing green lamp) puts the existing call on hold and answers the alerting call.

MAKE A CALL

Dial the internal extension number or "9" followed by the external number.

To have the telephone make a call automatically

Perform one of the following steps:

- Press **Redial** button and select from the list of numbers
- Press the Call Log button and start a call to a specific entry.
- Access your Contacts and start a call to a specific entry.

HOLD

To place a call on hold

While connected to the call, press **Hold**

To return to the held call

Press the call appearance button of the held call (fast flashing green lamp).

REDIAL

Pressing the Redial button enable you to select from a list of numbers that have been previously dialed.

TRANSFER

The Transfer feature allows you to transfer a call from your telephone to another extension (or outside number if you are administered to do so)

To transfer the current call to another extension

1. While on a call, press **Transfer** button.
2. When you hear dial tone dial the number to which the call is to be transferred.
3. Perform one of the following steps:
   - To transfer the call without announcing it, press the **Transfer** button again, and hang up. The transfer is complete.
   - To announce the call before transferring it, wait for the called party to answer. See Step 4.
4. When the called party answers, announce the call. If the line is busy or if there is no answer, press **Drop** button. Return to the held call by pressing the associated call appearance button.
5. Press the **Transfer** button again and hang up to complete the transfer

CONFERENCE

You can have up to 64 total parties on conference calls within your organization.

To add another party to a call:

1. While active on a call, press **Conference** to put the active party on hold.
2. When you hear dial tone, dial the number of the party you want to add to the call.
3. Wait for an answer.
4. To add the party to the call, press the **Conference** button again.
5. If the called party does not answer or does not wish to join the conference, press **Drop** button. Return to the held call by pressing the appropriate call appearance button (fast flashing green button).

Repeat Steps 1 through 4 for additional conference connections.

Note:

- Pressing the Conference button will merge any parties that you have active or on hold at your extension into a conference call.
- You can view the parties on a conference call by pressing the Details softkey. Then use the up and down navigation arrows to scroll through the parties. Use the Drop softkey to selectively remove the displayed party from the conference call.

CALL FORWARD (D)

This feature forwards all your incoming calls to another phone to be answered by a co-worker when you're out of the office or to be answered by you at times when you're at another location.

To Activate: Press the **CFrwd** feature button and dial the extension number where the calls are to be forwarded to. Then press Done. If the extension has been forwarded before and you wish to change the destination use the left navigation arrow to erase the destination—enter the new destination the press Done. A fast busy tone will be heard if you lift the handset when Call Forward is activated. You are still able to make outbound calls.

To Deactivate: Press the **CFrwd** feature button.

DO NOT DISTURB (N)

Press the DND feature button to send all calls to voicemail.

To Activate:: Press the **DND** feature button. A fast busy tone will be heard if you lift the handset. You are still able to make outbound calls.

To Deactivate: Press the **DND** feature button

CONTACTS (Speed Dials)

The 1600 series telephones allow you to store up to 100 names and telephone numbers as speed dials. These can be searched for alphabetically.

Adding a new contact:

Press **Contacts**
Press Navigation arrow right to Personal
Press **New**
Enter the name using the dial pad – utilize the same convention as when entering in a name on your cell phone
Press **OK**
Enter the telephone number – exactly as you would dial it out (remember to insert a "9" for an outside number)
Press **Save**

Editing a contact:

Press **Contacts**
Select the Personal Directory entry wish to edit
Press **Details**
Press **Edit**
Use the dial pad and softkeys to make changes to the contact information
Press **Save**

Deleting a contact

Press **Contacts**
Select the Personal Directory entry you wish to delete .
Press **Details**
Press **Delete—**Press **Delete** again to confirm deletion

CALL LOG (Illuminated button = missed calls)

The 1608 telephone maintain a log of the last 45 calls that have come into or gone out from your extension. (Call log button illuminates when you have a missed call. The number of missed calls is displayed in the top left corner of your screen)

The Call Log is set to record missed, incoming, answered, and outgoing calls.

1. Press the **Call Log** button.
2. Scroll to the left or right to view a separate list of all, missed, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the **OK** button or the **Call** softkey to make a call to the designated number

To add an entry from the call log to your contacts.

1. Press the **Call Log** button.
2. Scroll to the number that you want to add to your contact list.
3. Press the **Details** softkey.
4. Press the **+Contact** softkey.
5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the **Save** softkey or the **OK** button.

AVAYA MENU

This allows you to set your personal preferences for: Screen and Sound options and Call Settings,

You must select **Save** to make any changes permanent.